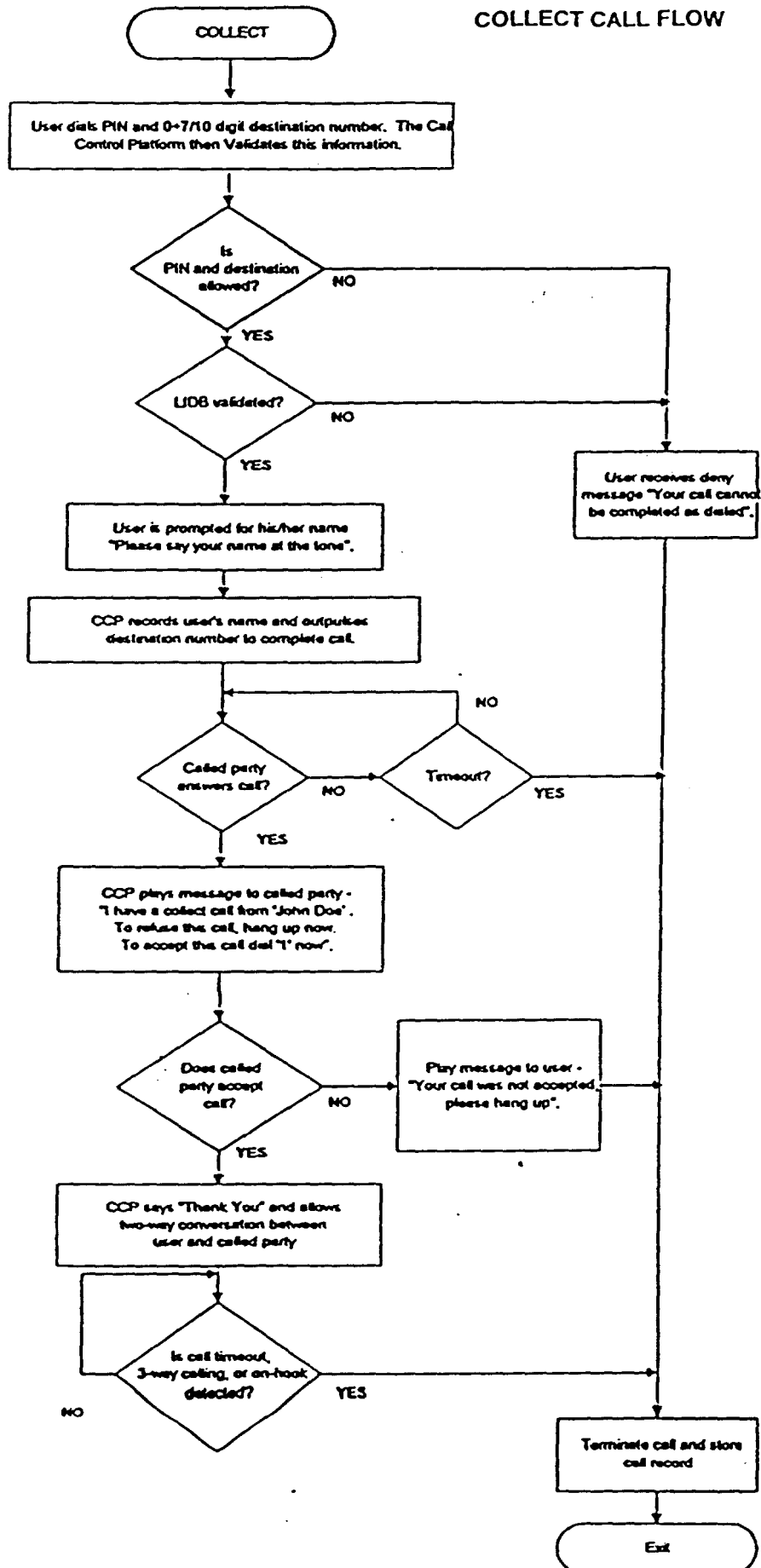
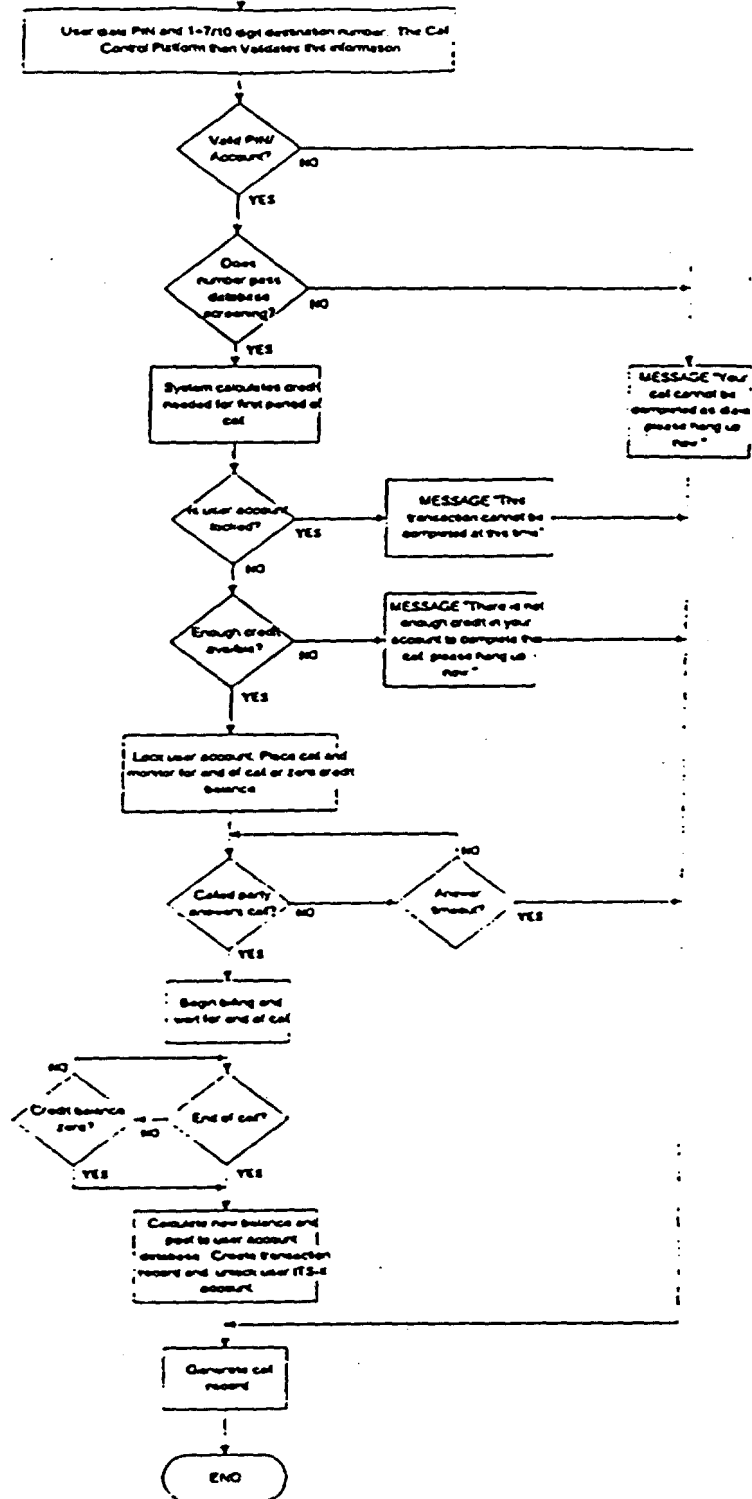


COLLECT CALL FLOW



DEBIT CALLS

CALL FLOW FOR DEBIT PRE-PAID CALLS



- 5.2.11 The Inmate Calling System must allow for all inmate telephones to be in use simultaneously. Dial tone must be presented immediately to all inmate telephones in an "off-hook" position, i.e., one central office line per inmate telephone.

Bell Atlantic Response: The Bell Atlantic Team's proposed Inmate Calling System will provide one line per telephone. This will provide instant dial tone in an offhook position to all telephones. Therefore, all inmate telephones may be in use simultaneously.

- 5.2.12 The collect call automated announcement function of the Inmate Calling System must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

Bell Atlantic Response: The standard primary language is English and the secondary language is Spanish. The language option is employed by the inmate depressing the "*" key on the keypad. If additional languages are added they would follow with "*1, *2", etc., on the keypad prior to dialing PIN or desired number (system defaults to English unless a code is dialed). Five additional languages are available for use as the secondary language within a 60 day notice. Additional languages can be developed as required. Languages may also be controlled from the inmate's account by selecting the default language and forcing a specified language to be played for all voice prompts. This feature is selectable by PIN or destination number.

- 5.2.13 The Bidder must propose an Inmate Calling System that can be shut down quickly and selectively. The DOC must be able to shutdown the system globally and restrict all PIN access, within an entire facility and/or within a facility wing. The Bidder must describe, in its response, the options available to the DOC for this type of quick and global restriction.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team gives the DOC the capability to shut the system down globally, by cell block, wing or individual stations by clicking on the Telephone Control Screen and marking the stations affected. Restrictions may also be placed on individual PINs or globally for all PINs.

The Bell Atlantic Team currently has equipped every existing inmate telephone with an accommodating manual cut-off switch for easy termination of dial tone. The Bell Atlantic Team will continue to equip any new stations that are installed with manual cut-off switches to provide consistency throughout the facilities.

- 5.2.14 The proposed Inmate Calling System must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Bidder must agree in its proposal that no inmate telephone shall be capable of receiving an incoming call and must work with the local telephone companies to ensure such control. The Bidder

must describe, in its response, how this will be achieved for the DOC.

Bell Atlantic Response: The Inmate Calling System is a fully automated system that does not allow any incoming calls. No inmate telephone will be able to receive a call. The telephony controllers utilize extensive security measures to ensure that incoming calls cannot be received by inmates. There is no defined path designed into the system hardware or software logic that will allow an incoming call to be connected to an inmate telephone.

- 5.2.15 The Bidder must agree, in its response, that it will keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical & horizontal coordinates and any other information necessary to accurately process and rate calls. The Bidder must provide the DOC with any rate information for all calls upon request by the DOC at any time during the term of this contract.

Bell Atlantic Response: The Inmate Calling System is capable of completing calls to any area code and number on the Allow Number List. The Bell Atlantic Team agrees that it will keep all call processing and rating information current. The Inmate Calling System is not restricted by Inter- or IntraLATAs. Calls are rated using standard Bellcore V & H data and algorithms that are based on where the call originates and where it is terminated. This ensures that the rating will be accurate and can address multiple tariffs. The Bell Atlantic Team will provide the DOC with any rate information for all calls upon request by the DOC at any time during the term of this contract.

- 5.2.16 The Inmate Calling System must block all calls made to any telephone numbers which incur excess charges such as 900, 972, 976, 550, etc. whether the system is used in a direct dial (debit) or collect call only mode. The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

Bell Atlantic Response: The Bell Atlantic Team's Inmate Calling System is equipped with a standard generic Block Table capable of blocking a virtually unlimited individual 11 digit telephone numbers. This includes blocking ranges of numbers. When a number is blocked, the system will not allow a call to that number by any of the inmate telephones.

The Inmate Calling System provides for general telephone number blocking such as:

- 1+ Direct Dialing (Unless permitted by the facility)
- Operators (0-, 00-, 1-0-XXX-0-)
- Information (411, 1-411, 555-1212, 1-555-1212, 500)
- Talk Lines (900, 976 Exchanges)
- EXC Access (950, 10-XXX, 1010-XXX)
- Toll Free Lines (700, 800, 1-888)

- Emergency (911)
- Correctional Facility telephone numbers
- Correctional Facility Employees' home numbers
- Judges' and Prosecutors' home numbers

5.2.17 The Inmate Calling System must block all inmate calls to current long distance carrier access numbers (i.e., 10333, 10285) or future 10-XXXX carrier access numbers. The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

Bell Atlantic Response: As stated in our response to 5.2.16, the Inmate Calling System proposed by the Bell Atlantic Team will block all carrier access numbers or future 10XXX or 1010XXX numbers.

5.2.18 The Inmate Calling System must block all local numbers which access long distance carriers (i.e., 950-XXXX). The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will block all 950-XXXX numbers.

5.2.19 The Inmate Calling System must block all inmate access to directory assistance access numbers (i.e., 411, 555-1212, etc.). The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will block all access to directory assistance.

5.2.20 The Inmate Calling System must block all inmate access to toll free numbers (i.e., 800, 888, 877, etc.). The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will block all inmate access to toll free numbers.

5.2.21 The Inmate Calling System must be capable of interfacing with network services provided by local exchange carriers as well as inter-exchange carriers. This includes analog and digital facilities (i.e., analog business trunk, DS-1, etc.). The Bidder must state, in its response, the types of network services to which the proposed Inmate Calling System will interface and the purpose (application) of such services for the DOC.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team supports both digital and analog network interfaces. These interfaces work in concert with the various network protocols and configurations to allow the

capability of operating with both local/ IntraLATA and InterLATA carriers. The initial configuration proposes that the Inmate Calling System interfaces directly to analog business trunks for the outbound leg of the call. The station side interface of the Inmate Calling System will be analog ports that are connected directly to the inmate phone terminals. The outbound trunk configurations can be modified on a case by case basis to include other interfaces if required. The system also utilizes a frame relay network between all of the Inmate Calling System sites to allow access to LDB queries and to manage the individual sites.

- 5.2.22 The Bidder must describe the type of network services it will provide with the proposed Inmate Calling System whether the system is used in a direct dial (debit) or collect call only mode.

Bell Atlantic Response: The Inmate Calling System will utilize analog lines for the outbound leg of the call to provide direct dialing and collect calling services. The designated line "class of service" will be provisioned as an Inmate-type providing an additional layer of call screening to block: 0-, 00-, 011+CC+NN, 01+CC+NN (international sent-paid and non sent-paid calling), 1010XXX+1, 1010XXX+0, 950+4D, 500, 700, 900, 976, X11 (all service codes including 911), and calls to Directory Assistance including DACC (directory assistance call completion). Toll Billing Exception (calls cannot be billed to the line) is also included.

- 5.2.23 It is the intention of the DOC to implement the proposed Inmate Calling System and Related Services in a collect call only mode. Collect calling will be offered for all locations within the North American Dialing Plan. All other calls to international locations will be performed on a debit basis. At some time during the term of the contract, the DOC may wish to change the system to a debit based, PIN controlled direct dial system for all calling or a combination of both modes for inmate calling. The Bidder must detail, in its response, the steps that must be take to convert the system from a collect call only mode to a debit based, PIN controlled direct dial mode or combination of both modes.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team can operate in a collect only mode, a debit only mode or in selective mode, depending on the type of call that is dialed. Conversion from collect to debit will require the appropriate modes to be configured at each site to enable the debit feature. Inmate calling lists will have to be converted from '0+' numbers to '1+' to allow the inmate to actually dial the debit numbers. This conversion can mostly be automated depending on the mode of operation (complete debit, partial debit, etc.) that the DOC selects. The system will require development of an interface to the inmate account system to allow management and debiting of these accounts.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team does provide notification to the inmate of the call status. The inmate hears the call in progress. If the called party line is busy or answered by an answering machine, the inmate will hear that. A recorded announcement will play informing the inmate that his/her call cannot be completed at this time. This is true for both collect and debit calling.

- 5.2.30 The proposed Inmate Calling System shall not allow the inmate to speak to the called party until the call has been accepted. (Accepted calls are defined as those inmate calls positively approved by the called party either through the use of Touch Tone signal or voice statement.) This requirement must be implemented for both direct dial (debit) or collect call only mode of operation.

Bell Atlantic Response: Whether the call is a collect or debit only, the inmate will not be allowed to speak to the called party until a positive acceptance by a rotary or touchtone "1" is dialed.

- 5.2.31 The proposed Inmate Calling System must allow the inmate to hear the processing of the placed call to determine if SIT tones with message or an answering device (i.e., answering machine, voice mail, etc.) has answered the call. At no time shall the system allow the inmate to speak (restricted voice channel) until the call has been accepted by the called party.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team allows the inmate to hear the processing of the call. No contact may be made by the inmate, until the called party has positively accepted the call.

- 5.2.32 The proposed Inmate Calling System must allow for the DOC to program times when the system will be available or unavailable to inmate calling. The Bidder must describe, in its response, how this is accomplished.

Bell Atlantic Response: Scheduling of the phones with respect to their 'active' status (available or unavailable) can be accomplished using the 'class of service' feature. 'Activation' schedules can be applied to individual phones, groups of phones, or on a facility wide basis. The scheduling feature is flexible, including the ability to control phone activation on an hourly, daily, day of week, or weekly basis.

Personal Identification Numbers (PINs)

- 5.2.33 The Inmate Calling System must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the DOC and remain consistent throughout the DOC facilities. The Bidder must provide forms similar to those presently in use to allow for PIN and telephone number

assignments. This form is a 3-piece, carbonless form. A sample is provided in Attachment F of this document.

Bell Atlantic Response: Bell Atlantic's Inmate Calling System supplier, T-NETEX, is the leader in PIN technology in the inmate telephone marketplace. The Inmate Calling System does restrict use through PINs. The length of the PIN may be determined by the DOC, and will remain consistent throughout the DOC facilities. The Bell Atlantic Team will provide the forms currently in use, unless otherwise directed by the DOC. Samples of the current forms are located in TAB 13.

- 5.2.34 The Inmate Calling System must use the DOC's current inmate PIN assignments and numbering plan. Current PINs are numeric only and six (6) digits in length.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team currently utilizes PINs from four to 12 digits. The Bell Atlantic Team will continue to use the DOC's six digit PINs including the inmate PIN assignments and numbering plan as we do with the current Inmate Calling System used by the DOC.

- 5.2.35 The Inmate Calling System must utilize the PIN feature for both direct dial (debit) as well as collect call only mode.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will utilize PINs for both collect and debit calling.

- 5.2.36 The Inmate Calling System must be capable of de-activating the PIN feature by individual inmate telephone, groups of telephones and/or entire institutions, at the DOC's option. Regardless of this deactivation, the Inmate Calling System must restrict inmate calls to collect only calls. At no time shall the inmate telephones be unrestricted due to the deactivation of the PIN feature even if the system is operating in debit, PIN based mode.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team is capable of de-activating the PIN feature by individual inmate telephone, groups of telephones and/or entire institutions, at the DOC's option. Regardless of this deactivation, the Inmate Calling System will restrict inmate calls to collect only calls. At no time shall the inmate telephones be unrestricted due to the deactivation of the PIN feature even if the system is operating in debit, PIN based mode.

- 5.2.37 The Inmate Calling System must allow each PIN to have a "class of service" assigned. For example, each PIN shall have a list of allowable telephone numbers, duration of each call, etc. The proposed system must provide call restrictions by PIN that provide any or all of the following restrictions:

- 5.2.37.1 Inmates can be either approved or not approved to make phone calls by PIN;

Bell Atlantic Response: Inmates may be either approved or not approved to make phone calls by PIN.

- 5.2.37.2 Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the DOC's option;

Bell Atlantic Response: Via PIN, inmates can be restricted to a specific telephone or group of telephones, at the discretion of the DOC.

- 5.2.37.3 Limit duration of call: Maximum call duration can be set globally (all PINs), by site, by facility area or by individual inmate's PIN, at the DOC's option;

Bell Atlantic Response: Call duration may be set globally, by site, facility area or individually by the inmate's PIN, at the discretion of the DOC.

- 5.2.37.4 Limit duration of call: Maximum call duration can be set for each type of call: Local, IntraLATA, InterLATA;

Bell Atlantic Response: The Inmate Calling System is capable of setting call duration for each type of call: local, intraLATA or interLATA.

- 5.2.37.5 Restrict time of day calling: An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PINs). The global restrictions can take precedence over individual PIN restrictions, at the DOC's option.

Bell Atlantic Response: An Allowed Calling Schedule can be provided for each PIN, facility area, by site or globally. Global restrictions can take precedence over individual PIN restrictions, at the discretion of the DOC.

- 5.2.37.6 Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (i.e., attorney, approved clergy and social work professionals).

Bell Atlantic Response: Inmates under disciplinary action may be restricted from placing calls from his/her allowed calling list with the

exception of privileged communications.

The Bidder must describe, in its response, this feature's capabilities in more detail.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team is capable of setting a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. The Bell Atlantic Team's Inmate Calling System offers a standard 0 to 98 minute range for call time limits, or unlimited. These are adjustable in one minute increments. For example, a maximum time limit for local calls may be set for 15 minutes while long distance calls are set for 10 minutes. Many restrictions may be tagged to any PIN or telephone number associated with a PIN. Examples of restrictions are:

- Time of day and/or days of week that a number may be called
- Maximum duration of call for that number and/or PIN
- Maximum number of calls to that number or from that PIN per hour/ day/week/month, etc.

When restrictions are imposed, they are automatically managed by the system processor. A single inmate's PIN or any number of inmates' PINs may be turned off for a specified period of time at the on-site Administrative terminal or from an authorized remote terminal. This feature is frequently used for punitive reasons and allows the facility to deny telephone privileges to one or more inmates without affecting other inmates sharing the same inmate telephones. The length of time for PIN denial is input and automatically policed, enforced, and released by the system processor.

Should there be a conflict between the inmate's call duration by PIN, such as any call duration by destination phone number, the system will be able to select the most restrictive call duration. Each facility can program a global calling duration across the entire facility.

- 5.2.38 The Inmate Calling System must have the ability to limit calls to a specific duration by PIN and by specific telephone numbers assigned to a PIN.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team can limit calls to a specific duration by PIN and by specific telephone numbers assigned to a PIN. The Inmate Calling System is capable of setting a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. The Bell Atlantic Team's Inmate Calling System offers a 0 to 98 minute range for call time limits. These are adjustable in one minute increments. For example, a maximum time limit may be set for 15 minutes. Many restrictions may be tagged to any PIN or telephone number associated with a PIN. Examples of restrictions are:

- Time of day and/or days of week that number may be called
- Maximum duration of call for that number and/or PIN
- Maximum number of calls to that number or from that PIN per hour/ day/week/month, etc.

5.2.39 The Inmate Calling System's PIN feature must ensure that the automated operator function use the inmate's pre-recorded name (recorded in either the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name must be performed by the PIN assignment.

The following announcement is presently in place at the DOC. The proposing Bidder must agree to use this exact announcement with the new Inmate Calling System:

"(CARRIER'S NAME) has a collect call from (INMATE NAME) an inmate at (FACILITY). To refuse this call, hang up. If you use three way calling or call waiting; you will be disconnected. All call detail and conversation excluding approved attorney calls, will be recorded. To accept this call, dial '1' now."

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team meets this requirement with its Branding feature, which is a unique announcement which greets the called party with the origin of the call, and the caller's name.

"(CARRIER'S NAME) has a collect call from (PRERECORDED INMATE NAME) an inmate at (FACILITY). To refuse this call, hang up. If you use three way calling or call waiting; you will be disconnected. All call detail and conversation excluding approved attorney calls, will be recorded. To accept this call, dial '1' now."

This announcement precedes the call acceptance window in the Inmate Calling System. It alerts the called party that an inmate is calling and avoids unsure acceptance of the call. The customized announcement may also include a message indicating that calls are subject to monitoring or recording, or any message the facility feels necessary to include.

5.2.40 The Bidder must explain in detail in its Response the entire process of PIN administration including, without limitation, the maximum number of digits and the procedures and methods of assigning or changing PINs.

Bell Atlantic Response:

PIN Administration Process

New Inmate

The inmate receives a PIN Form (a triplicate, carbonless form) from the facility (either in the intake unit or from the Unit Manager), where it is completed by the inmate. The form is then submitted to the Service Administrator through the facility mail. The Service Administrator processes the form to see if the inmate already has a number. If so, the inmate will receive the same number. If not, the inmate will be assigned a random, and not previously assigned, 6 digit (or length of PIN decided by the DOC) number. The Service Administrator will then add all the numbers listed on the PIN Form provided certain criteria are met: the form is legible, the numbers are complete, the called party's full name is provided, the name is not a business, and the relationship is more specific than "family". If the inmate lists attorneys, those numbers are verified before they are added. The pink copy of the PIN Form is then placed in the facility mail to be returned to the inmate and the white and yellow copies are filed.

PIN Changes

PIN changes currently occur four times a year. The inmates can submit the PIN Forms to change the numbers on their Allowed Number List the first full week of every quarter. The inmate obtains a PIN Form from the facility, completes it, and submits it to the SERVICE ADMINISTRATOR through the facility mail. The SERVICE ADMINISTRATOR then adds the numbers on the PIN Form meeting the same criteria as noted above. If the inmate lists attorneys numbers, they are verified before they are added. The pink copy of the PIN Form is then placed in the facility mail to be returned to the inmate and the white and yellow copies are filed.

PIN Allow Number Table

In the PIN Allow Number Table of the Bell Atlantic Team's Inmate Calling System, each inmate may be allowed to register from one to thirty telephone numbers. The Inmate Calling System can configure an unlimited number of individual 11 digit telephone numbers, dependent upon the size of the system and the facility it is serving. The facility can determine the maximum number of telephone numbers that each inmate is allowed to have, and for what purpose. Registration of a telephone number requires the number, the name of the called party and the relationship to the inmate. The numbers allowed are identified with the inmate's PIN and are resident on the main server. Only that specific PIN may call those numbers.

When an inmate calls a blocked number, or a number not on the Allow Table, the automated operator responds with "Your collect call cannot be made to this number."

The Inmate Calling System does have the ability to vary restrictions by the combination of inmate and called party. When the PIN system is in operation

each inmate is required to identify the attorney numbers, and/or other privileged communications in his/her database. The numbers are flagged in the database, and verified. The system will not allow monitoring or recording of calls placed to those specific numbers

PIN Denial

A single inmate's PIN or any number of inmate's PINs may be turned "Off" for a specified period of time at the on-site Administrative terminal or from an authorized remote terminal. This feature is frequently used for punitive reasons and allows the facility to deny telephone privileges to one or more inmates without affecting other inmates sharing the same inmate telephones.

PIN Call Time Limit

The system processor is capable of setting a maximum time limit (0 to 98 minutes) for any type of call and/or all calls related to an individual PIN and/or all PINs. Many restrictions may be tagged to any PIN or telephone number associated with a PIN. Examples of restrictions are:

- Time of day and/or days of week that number may be called
- Maximum duration of call for that number and/or PIN
- Maximum number of calls to that number or from that PIN per hour/day/week/month, etc.

When restrictions are imposed, they are automatically managed by the system processor.

Auto Real Time Voice (Pre-Recorded Name) Upload

When a new PIN is added, the inmate's name is recorded in permanent memory associated with the inmate's PIN database. This process will be required only once. The inmate's name is recorded in real-time voice and stored in memory for access from any inmate telephone in the facility. When an inmate places an authorized call, the system up-loads his or her name to the inmate telephone Controller Module, for insertion at the appropriate time during the automated called party announcement. This process does not allow an inmate to have any live interaction until the call is accepted.

Time Of Day Restriction

The system will allow time of day and/or day of week restrictions to any called number in the inmate Approved Number Database. This feature provides automatic enforcement of called party requests, facility requirements and court restraining orders.

Each number in the inmate Approved Number Database may be independently restricted to a specific length of time for each call. If such individual restrictions do not exist, the system will default to the generic time restrictions.

- 5.2.41 The DOC may integrate the Inmate Calling System with the DOC Inmate Management System for the automatic assignment of PINs. The Bidder must describe, in its response, how this will be accomplished based on the information provided in Section 4.1

Bell Atlantic Response: The Inmate Calling System platform proposed by the Bell Atlantic Team utilizes Oracle as its database engine. This allows the Inmate Calling System to be compatible with the new Oracle based Intelligence Database and Inmate Management System that the DOC is developing. When the new DOC systems are operational, a database interface will be developed to enable the Inmate Calling System to automatically receive PIN information from the DOC systems. These transactions could be accomplished over TCP/IP LAN or WAN protocols.

- 5.2.42 The Inmate Calling System must allow for approved destination telephone numbers to be assigned and restricted by individual PIN. Such telephone number lists will be approved and entered by DOC personnel or the Bidder's Site Administrator.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team does allow for approved destination telephone numbers to be assigned and restricted by individual PIN. The screens below illustrate where the Allow Number List is administrated on the system.

INMATE ALLOWED CALLING LIST

Inmate Calling System

Inmate Special Numbers Phone Control Reports Utilities Window Exit Help

Inmate Information

Last name: CAPONE First name: AL Middle name: A Register number: 11111111

General info Contact List Call Detail Metering

Telephone Number	Accept/Deny	Called Party	Relationship	Active
13037016-6656	A	EMILIO PERON	Cousin	Y
02125882456	A	Doug Fax	Drug dealer	N
03033882666	D	Doug Fax	Drug dealer	N
03037909111	A	SCOTT C		Y
13037055547	A			

Add Delete Apply Cancel Close

This screen is a secondary screen of the Inmate Profile Screen that displays the inmate's current allowed calling list and each number's status.

The screenshot shows the 'Innate Calling System' software. The main window is titled 'Special Number Detail' and contains the following information:

- Telephone number:** 0000000000
- Name of called party:** WEATHER SERVICE
- Relationship:** NONE
- Accept or Deny:**
 - ☐ Accept
 - ☐ Deny
- Rotary Type:**
 - ☐ Classic
 - ☐ Normal
- Calling Restrictions:**
 - ☒ Active
 - ☐ Attorney call
 - ☐ Personal privilege override
 - ☐ Rotary accept
 - ☐ Passive accept
 - ☐ Word recognition
 - ☐ Free call
- Class of Service:** WEEKDAYS
- Account balance:** [Empty field]
- Language:** US ENGLISH
- Alert ID:** EXCESSIVE CALLS
- Greeting prompt ID:** [Empty field]
- Intermittent greeting ID:** [Empty field]
- Date activated:** [Empty field]
- Date deactivated:** [Empty field]
- Created by:** 10003
- Date created:** 04/20/1998
- Modified by:** [Empty field]
- Date modified:** [Empty field]

The interface includes a menu bar (Innate, Special Numbers, Phone Control, Reports, Utilities, Window, Exit, Help) and a toolbar with various icons. A sidebar on the left shows a list of contacts, with 'SCHOPP' selected. The bottom of the window has 'Add', 'Delete', 'Cancel', and 'OK' buttons.

This screen is a secondary screen of the Inmate Allowed Calling List and provides information on specific attributes that can be assigned to individual allowed numbers.

5.2.43 It is the intent of the DOC to provide each inmate, via the use of PINs, a list of authorized telephone numbers. The Bidder must detail, in its response, the following:

5.2.43.1 Minimum and Maximum Number of Destination Telephone Numbers Assignable to Each PIN;

Bell Atlantic Response: In the standard PIN Allow Number Table, each inmate may be allowed to register from one to thirty telephone numbers (which is expandable to an unlimited number). Registration of a telephone number requires the number, the name of the called party and the relationship to the inmate. The numbers allowed are identified with the inmate's PIN and are resident on the main server. Only that specific PIN may call those numbers.

5.2.43.2 Minimum and Maximum Number of PIN Numbers Available Per System (Site/Institution);

Bell Atlantic Response: The number of PINs available on the system is virtually unlimited. This is determined by the size of the server. Based on the Commonwealth's requirements, the Bell Atlantic Team can size the system to meet current needs and allow for future growth through the life of the contract.

5.2.43.3 Minimum and Maximum Number of Destination Telephone Numbers Available per System (Site/Institution).

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team can configure an unlimited number of individual 11 digit telephone numbers, based on the size of the server and the facility it is serving. The facility can determine the maximum number of telephone numbers that each inmate is allowed to have, and for what purpose.

5.2.44 The Inmate Calling System's PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team has the ability to vary restrictions by the combination of inmate and called party. When the PIN system is in operation each inmate is required to identify the attorney numbers, and/or other privileged communications in his/her database. The numbers are flagged in the database, and verified. The system will not allow monitoring or recording of calls placed to those specific numbers.

Restrictions and Fraud Control Options

aggressively pursues the enforcement of its patents for 3-way call detection. Specifically, any supplier not licensed by T-NETIX to provision 3-way call detection will be challenged. In addition, T-NETIX has filed a new patent for a Digital Three-Way Prevention System which will meet all of the industry requirements. This includes prevention of 2-line bridging, PBX conferencing, follow me, and call forwarding. T-NETIX is keeping up with the industry demands and once again, demonstrates its commitment to technological advancements in the inmate calling market.

Actual test results have confirmed the detection accuracy to be greater than 93% for "hookflash" created 3-way events. Any detection of a true 3-way event will cause the call to be immediately disconnected.

On June 7, 1994, a patent was granted to T-NETIX INC.(formerly Tele-Matic Corporation) for this technology, by the U. S. Patent office. (Pat. No. 5,319,702), and on July 23, 1996, a Patent was granted to T-NETIX for technology regarding 3-way call detection by the U.S. Patent office (Patent Number 5,539,812).

- 5.2.48 It is desirable that should the Inmate Calling System detect an attempt by the called party to initiate a 3-way or Conference Call, that the call be immediately terminated and a "notation" be made to call/system management reports.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team has the ability to terminate, and or alert when a 3-way action has been detected. The call detail record is also flagged so that reports can be produced for investigative analysis purposes.

- 5.2.49 It is desirable that the proposed Inmate Calling System be able to detect if a called party's telephone has been call forwarded to another telephone number and immediately disconnect the inmate's call.

Bell Atlantic Response: T-NETIX is currently in the process of enhancing its capability with new 3-way detection algorithms and methods to meet the requirements concerning attempts at call forwarding. This new technology has been submitted to, and has a patent pending with the US Patent Office. Once a call forwarding event is detected, the system will 'log' the event in the call record for report generation and can be programmed to immediately terminate the call or allow the call to continue. When this technology becomes available for general release, Bell Atlantic and T-NETIX will negotiate the terms of this feature's deployment with the DOC.

- 5.2.50 It is desirable that should the Inmate Calling System detect that the called party's telephone number be call forwarded to another telephone number, that the call be immediately terminated and a "notation" be made to call/system management reports.

aggressively pursues the enforcement of its patents for 3-way call detection. Specifically, any supplier not licensed by T-NETIX to provision 3-way call detection will be challenged. In addition, T-NETIX has filed a new patent for a Digital Three-Way Prevention System which will meet all of the industry requirements. This includes prevention of 2-line bridging, PBX conferencing, follow me, and call forwarding. T-NETIX is keeping up with the industry demands and once again, demonstrates its commitment to technological advancements in the inmate calling market.

Actual test results have confirmed the detection accuracy to be greater than 93% for "hookflash" created 3-way events. Any detection of a true 3-way event will cause the call to be immediately disconnected.

On June 7, 1994, a patent was granted to T-NETIX INC.(formerly Tele-Matic Corporation) for this technology, by the U. S. Patent office. (Pat. No. 5,319,702), and on July 23, 1996, a Patent was granted to T-NETIX for technology regarding 3-way call detection by the U.S. Patent office (Patent Number 5,539,812).

- 5.2.48 It is desirable that should the Inmate Calling System detect an attempt by the called party to initiate a 3-way or Conference Call, that the call be immediately terminated and a "notation" be made to call/system management reports.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team has the ability to terminate, and or alert when a 3-way action has been detected. The call detail record is also flagged so that reports can be produced for investigative analysis purposes.

- 5.2.49 It is desirable that the proposed Inmate Calling System be able to detect if a called party's telephone has been call forwarded to another telephone number and immediately disconnect the inmate's call.

Bell Atlantic Response: T-NETIX is currently in the process of enhancing its capability with new 3-way detection algorithms and methods to meet the requirements concerning attempts at call forwarding. This new technology has been submitted to, and has a patent pending with the US Patent Office. Once a call forwarding event is detected, the system will 'log' the event in the call record for report generation and can be programmed to immediately terminate the call or allow the call to continue. When this technology becomes available for general release, Bell Atlantic and T-NETIX will negotiate the terms of this feature's deployment with the DOC.

- 5.2.50 It is desirable that should the Inmate Calling System detect that the called party's telephone number be call forwarded to another telephone number, that the call be immediately terminated and a "notation" be made to call/system management reports.

- 5.2.45 The proposed Inmate Calling System must allow DOC personnel to temporarily restrict or disconnect service to an individual inmate telephone or station. The Bidder must describe, in its response, how this is accomplished with the proposed system.

Bell Atlantic Response: The DOC may be able to shut the system down globally, by cell block, wing or individual stations by clicking on the Telephone Control Screen and marking the stations affected. Restrictions may also be placed on individual PNs or globally for all PNs. The Bell Atlantic Team also has manual cut off switches accessible to DOC personnel in all of the DOC facilities to disconnect service to individual telephones or stations.

- 5.2.46 In order to limit possible telephone fraud, it is desirable that a fraud prevention feature be available, which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. Bidder must describe in its proposal in detail how this is accomplished.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team does have the overlay feature that plays a recorded announcement throughout the call announcing that the call is coming from a specific correctional facility. This is programmable to allow an adjustment of the approximate duration between each random event.

- 5.2.47 The proposed Inmate Calling System must be able to detect the called party's attempt to initiate a 3-Way or Conference Call with a Third Party and immediately terminate the call. The Bidder, must describe how this is accomplished with the proposed system and the actual "field tested" percentage of successful attempts at restricting this feature.

Bell Atlantic Response: T-NETIX is the manufacturer and US Patent holder of "Strike Three!™", its premier 3-way fraud prevention product. This feature prohibits the major fraud practice possible with other automated and live-operator systems where inmates enlist the aid of an outside accomplice to "conference" them, via central office-provided 3-way calling, to an "unrestricted" line bypassing the system controls. Without this protection, inmates have, in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and, subjecting the public at large to inmate harassment and fraud. This system is unique in its ability to detect the attempt by the accomplice to activate the 3-way call and, when so detected, to disconnect the call. In our opinion, though several other manufacturers claim to detect 3-Way call attempts, T-NETIX is the only manufacturer to successfully deploy this feature, on all calls (local, intraLATA and interLATA).

T-NETIX provides the only patented 3-Way Prevention system available, and

Bell Atlantic Response: T-NETIX is currently in the process of enhancing its capability with new 3-way detection algorithms and methods to meet the requirements concerning attempts at call forwarding. This new technology has been submitted to, and has a patent pending with the US Patent Office. Once a call forwarding event is detected, the system will 'log' the event in the call record for report generation and can be programmed to immediately terminate the call or allow the call to continue. When this technology becomes available for general release, Bell Atlantic and T-NETIX will negotiate the terms of this feature's deployment with the DOC.

- 5.2.51 The Inmate Calling System must allow the feature described in Section 5.2.46 to restrict the called party's attempt to initiate a 3-Way or Conference Call to be deactivated on a per number dialed, per inmate basis. Thus, the Inmate Calling System would permit call transfer or 3-way conferencing of specific inmate calls placed to privileged telephone numbers such as attorneys.

Bell Atlantic Response: The Inmate Calling System does allow the 3-way fraud prevention feature to be deactivated for privileged calls, such as attorneys, etc.

- 5.2.52 It is desirable that the Inmate Calling System have a Call Alert feature. This feature will alert DOC personnel that a designated inmate is placing a call or is placing a telephone call to a specific number that has been assigned alert status. This status will be activated by DOC personnel at the DOC's discretion.

Bell Atlantic Response: Alerts may be assigned to PINs, inmate telephones, or destination numbers to inform investigators of certain events. The alerts can be programmed to inform only specific personnel. Alerts can be programmed to provide visual indications on system user terminals, audible alerts, or sent to print reports.

- 5.2.53 It is desirable that the Inmate Calling System allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically deletes their telephone number from the calling inmate's "Authorized Telephone Number List". This feature must provide some form of alert or notification to the DOC system administrators to ensure that the inmate does not add this number to their requested list of telephone numbers in the future.

Bell Atlantic Response: T-NETIX has developed a feature in the Inmate Calling System that allows the called party to remove themselves from an inmates Allowed Number List by dialing a touchtone '3'. This will automatically block that destination number from the inmate's list. This block can only be manually reinstated by the DOC or the Service Administrator. An indicator is flagged in the call detail record when the called party activates this feature. This allows calls that have been blocked using this method to be queried into a database table that can be used as a cross-check when new destination numbers are added to the

inmate's calling list.

As a result of having numerous features and functionality's that could impact the user friendliness of the system, Bell Atlantic will produce literature for the inmate families describing such. This material will be established with the input and concurrence of the DOC. We recommend this material be distributed at the visitation centers at all facilities to insure that the inmate families receive the most up to date and authoritative information regarding our services.

System Call Recording

Bell Atlantic is providing two options for the Massachusetts DOC to consider for their recording needs. The following requirements will be answered with two responses. The first response will be "Bell Atlantic Response (Dictaphone):" and the second response will be "Bell Atlantic Response (Schlumberger):". Both of these companies are highly respected in the inmate market and provide state-of-the-art equipment. Please refer to TAB 10 labeled Cost Proposal Instructions which reflects the differing commissions based upon which Call Recording manufacturer is selected by the Commonwealth. The Bell Atlantic Team will be more than happy to discuss the options with the DOC at any time. Descriptive recording literature may be found in TAB 29.

- 5.2.54 The Inmate Calling System must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Bidder must describe, in its response, how this will be accomplished with the proposed system including the type of equipment being used, the interface required, etc.

Bell Atlantic Response (Dictaphone): The Dictaphone Networked Guardian Recording System will record all Inmate Calls simultaneously, at any time that a call is placed. Dictaphone will interface with Bell Atlantic through a tap off the switch integrating to our recorder.

Bell Atlantic Response (Schlumberger): The LazerVoice® recording and monitoring system is configured for each facility to allow all inmate calls to be recorded simultaneously, and at any time a call is placed. Call start and termination can be detected by LazerVoice® or by an input from the inmate phone system. LazerVoice® will take an interface serial feed from all inmate phone systems on the market today. LazerVoice® is a self-contained, modular recording system representing a giant leap in technology from its predecessors. LazerVoice® utilizes "tapeless" recording of inmate calls. Call records are stored in the workstation hard drive system, thus allowing unlimited call recording volume and storage. The LazerVoice® hard drive system features expandable memory capabilities and simple call archiving methods. LazerVoice® allows user-selectable call recording, blocking of designated phone numbers, and immediate search and play of recorded phone calls. LazerVoice® also easily interfaces with Central Data Processing Centers in order to maintain and track phone call records. This dual networking system makes LazerVoice® the most

accurate and advanced system available on the market today.

- 5.2.55 The recording system proposed with the Inmate Calling System must be a fully digital system allowing for the use of compact recording media. The Bidder must describe the system being proposed and the type of recording media being used by the system.

Bell Atlantic Response (Dictaphone): Dictaphone's Networked Guardian Recording system is a fully digital system, equipped with triple recording redundancy on two different mediums. One medium would be a Instant Playback Module (internal hard-drive), and the other a DSS-2 Digital Audio Tape (DAT).

Bell Atlantic Response (Schlumberger): The LazerVoice® system is a digital recording, archiving system that uses hard drives and Read-Write CD juke boxes as a storage medium to archive call records for the desired period of time. All archived call records can be accessed using a simple "point and click" Windows® software environment. DOC personnel will have the capability to search, recall, and playback recorded inmate calls using the LazerVoice® system. This system requires no supply of media as all recorded calls are stored on a hard drive storage system.

- 5.2.56 The Bidder must provide a 90 day supply of recording media for DOC staff to record calls at all DOC sites where the system is installed. The Bidder must describe how it will provide this ample supply of recording media to each DOC site based on conditions of media re-use, media that is under subpoena, etc. All recording and playback equipment will become the property of the DOC at the end of the contract.

Bell Atlantic Response (Dictaphone): It is expected that DAT tapes will be changed on a weekly basis. The recorder will be configured to record in a parallel mode, producing two identical DAT tapes. One tape can be kept on-site and the other at the Central Investigation Unit. Each tape can be recycled up to 500 times.

Bell Atlantic Response (Schlumberger): LazerVoice® utilizes self-contained, hard drive or optical CD call record storage media sized to retain the required number of days of storage capacity. No supply of media is necessary as this system is self-sufficient and requires no user intervention for media changing, tape archival, or head cleaning. Facility personnel will not have to handle, retrieve, or index tapes in order to retrieve archived call records. As a result of the elimination of a recording media, no media inventory is required and the risk of human error during media change-out is eliminated.

- 5.2.57 At many times, the recorded telephone conversations of inmates are used as evidence in criminal or DOC violation investigations. It is required that any recording system proposed with the Inmate Calling System provide a compact, portable playback system allowing for recorded media to be reviewed on-site at DOC facilities or at required off-site locations. A compact, playback system must be provided for each DOC

institution where the Inmate Calling System is installed as well as for the Central Investigation Unit.

Bell Atlantic Response (Dictaphone): Dictaphone will provide a compact, portable playback system at each DOC facility. These playback units will allow recorded media to be reviewed either on-site or off-site as required.

Bell Atlantic Response (Schlumberger): Each LazerVoice® system will be accompanied by a portable cassette system for playback anywhere deemed necessary by DOC personnel. All recorded calls stored on the LazerVoice® system can be transferred to the portable cassette unit.

- 5.2.58 It is desirable that any playback system provide for search capabilities allowing DOC investigators to quickly access certain time periods, certain telephone instruments, etc. The Bidder must describe, in its response, how such a system would be provided to the DOC and the capabilities and benefits of such a system.

Bell Atlantic Response (Dictaphone): Dictaphone Prolog software gives DOC investigators the ability to search by time/date, certain time periods, desired telephone instruments, dialed numbers, PIN numbers, and call lengths. Multiple search criteria may be utilized to filter down to an exact call or group of calls.

Bell Atlantic Response (Schlumberger): LazerVoice® allows the system administrator to search and locate specific calls by time/date of call, originating inmate phone number, terminating phone number, as well as inmate PIN. This system provides recording of calls made using the inmate telephone system and allows for live monitoring of all such calls. All search, retrieval, and playback options are quickly and easily accomplished in a user friendly "point and click" Windows® software display which allows complete user control over adding or removing recorded phone numbers, search and viewing of call records, and instantaneous play back of recorded calls.

Please note that to additionally support the investigative efforts of the DOC, Bell Atlantic proposes, free of charge, Metrosearch. When the DOC needs to perform a reverse directory search, this service will enable the DOC to identify the name and address of an individual when only the telephone number is provided. Further details of this service can be found in TAB 19.

- 5.2.59 The recording feature must be able to be de-activated on a per number dialed and/ or per PIN basis. This allows inmate calls placed to attorneys or other privileged communications to not be recorded.

Bell Atlantic Response (Dictaphone): The Dictaphone equipment allows for the deactivation of the recording equipment based on the number dialed or the PIN that is dialing that number. This ensures that calls placed to attorneys or other privileged communications are not recorded.

Bell Atlantic Response (Schlumberger): LazerVoice allows user-selectable call recording. Recording may be de-activated by specific telephone number or by inmate PIN for calls placed to attorneys or any other privileged communications.

- 5.2.60 The proposed Inmate Calling System must allow for the monitoring inmate calls while in process ("real time") by DOC personnel. This monitoring must be allowed by specific inmate telephone or station. Any and all equipment and software required to perform this function must be provided with the proposed system.

Bell Atlantic Response (Dictaphone): The proposed Dictaphone equipment does allow for the "real time" monitoring of the inmates calls.

Bell Atlantic Response (Schlumberger): DOC personnel may monitor inmate calls in "real time" by specific inmate telephone set or station. All equipment and software required to accomplish this live monitoring is included with each LazerVoice® system.

- 5.2.61 It is desirable that the proposed Inmate Calling System allow for "real time" audible monitoring of inmate calls by specific inmate PIN number entered by DOC personnel. The Bidder must describe, in its response, how this is accomplished with the proposed system.

Bell Atlantic Response (Dictaphone): By utilizing Dictaphone's Prolog Software, DOC personnel can monitor specific inmate calls audibly. Using the Call Records feature, it is possible to view the PIN number entered and choose the call based on this criteria.

Bell Atlantic Response (Schlumberger): DOC personnel will be capable of monitoring inmate calls in "real time" by specific inmate PIN as entered by DOC personnel. When an inmate with an "alert PIN" attempts a telephone call, the system will notify DOC personnel in one of two methods. The first method is by the DOC personnel having entered up to 3 notification numbers associated with this PIN. The system will attempt to contact each of the 3 notification numbers and, if answered, provide a one way conference into the call. The second method is by a visual alert at the workstation. An officer at the workstation will then point and click on the phone the PIN is using. This will provide live monitoring of the call. LazerVoice system allows for live monitoring both locally, within a single DOC site, or remotely, from the DOC Headquarters to any DOC site.

- 5.2.62 It is desirable that the proposed Inmate Calling System allow for "real time" audible monitoring of inmate calls by called telephone number entered by DOC personnel. The Bidder must describe, in its response, how this is accomplished with the proposed system.

Bell Atlantic Response (Dictaphone): By utilizing Dictaphone's Prolog Software,